

IN THE SPECIFICATION

Please replace the paragraph beginning at page 1, line 12, with the following rewritten paragraph:

Conventionally, it is very common in companies to perform sales activities, such as understanding the product usage of customers and ~~demands~~ demand for products and suggesting products conforming to the customers. In particular, a sales staff of a company visits each of his/her customers individually. At this time, the sales staff tries to establish reliable ~~relationship~~ relationships with the customers and to understand the product usage of the customers and various demands ~~about~~ for product items. To do this, the sales staff can suggest demanded products to the customers at just the right time.

Please replace the paragraph beginning at page 1, line 21 to page 2, line 6, with the following rewritten paragraph:

Since people now commonly use the Internet, ~~the~~ e-commerce is becoming in common use as well. For example, the user (a customer) operates a terminal, such as a personal computer or the like which is connectable to the Internet, to access a server (a Web site) of the companies, and browses a Web page including a product catalogue, etc. The user finds a desired product item in the product catalogue, the user then operates the terminal to input information including his/her name, address, number of items to be purchased and payment method, into a predetermined form. Then, the user sends the filled form to the server so as to purchase the desired product item.

Please replace the paragraph at page 2, line 24 to page 3, line 9, with the following rewritten paragraph:

Further, the member information is just registered onto a Web site (a server) or a management server of the sales companies, and hence can not easily be used for the traditional sales activities. There are many product items which are sold through the e-commerce and on which good services should be provided. For such product items, a corresponding sales staff of a sales company performs actual sales activities and provide the customers with good services, thereby achieving high sales performance. However, in fact, the sales staff can hardly know every one of the registered members, and can not sufficiently be aware of the product usage context of each customer and can not effectively perform sales activities.

Please replace the paragraph beginning at page 3, line 10, with the following rewritten paragraph:

In the case where each customer is assigned to ~~either~~ one of the sale ~~staffs~~ staff, the customers and their sales staff trust each other. Hence, even in the circumstances where the customers purchase product items through the e-commerce, the sales activities done by the sales ~~staffs~~ are very important.

Please replace the paragraph beginning at page 3, line 15, with the following rewritten paragraph:

Therefore, it is demanded that there should be established a method for supporting member registration and a method for supporting sales activities to be done by the sales staffs staff.